

CITY OF KENT 2019 FALL RESIDENTIAL RECYCLING COLLECTION EVENT REPORT

1. TIME AND LOCATION

October 19, 9 am to 3 pm
Hogan Park 24400 Russell Rd, Kent, WA 98032

2. PARTICIPANTS

The number of participants and the average vehicle per minute are shown in Table 1.

Table 1, PARTICIPATION RATE

PARTICIPATION	SPRING 2019	SUMMER 2019	FALL 2019
Number of vehicles	963	795	957
Average vehicles per minute	2.68	2.21	2.66

3. EVENT STAFF

Six staff members greeted participants, guided them where to take their materials and gave out flyers about the nearby Hazardous Waste Collection Sites. One Certified Flagger directed traffic on Russell Road. See Table2.

Table 2, EVENT STAFF

Green Solutions Event Staff
Sharon Conroy
Rick Hlavka
David Baker
Jay Donnaway
Jill Weidman
Terry Satran
Certified Flagger

4. EVENT HIGHLIGHTS

Venue: The 54-degree stormy and rainy day did not discourage 957 residents from bringing their recyclables to this event. The City of Kent Public Works Department hosted this event at Hogan Park. The participants found the site easily and were generally happy about the opportunity to drop off their items at the event. We accommodated 2.7 cars per minute. The recycling events require a site the same or larger than this venue to keep the traffic moving.

Traffic Flow: This popular event attracted a line of cars extending into the street at the start of the day, so we opened the event 15 minutes early. The traffic continued at a steady pace throughout the day. At peak times, approximately 20 cars waited to enter the event but for

most of the day we were able to avoid any back-ups onto Russell Road. The certified flagger kept traffic flowing. Within the event, traffic moved smoothly.

Car Count: Greeters used hand counters (clickers) to record the number of cars. Greeters had a method of clicking each car as they said “hello”. Due to the heavy rains, data on the number of cars that brought each material was not recorded for this event. Greeters have collected data on the types of materials per car in the past and will collect this in the future events, weather permitting.

Busiest Drop Off Sites: The busiest material collection drop-off sites were styrofoam, shredding and tires. Also, many cars brought batteries and mattresses. Several cars brought metal, although this was not as popular as the metal collection in the Spring and Fall events. The greeters noted that many of residents brought small loads in their car. This might be reflected in the low number of pounds per car compared to other events, where an increased number of heavy items such as concrete and metal were collected.

Participant Response: The participants continually expressed gratitude to the staff. They thanked the staff for standing out in the rain and offering good customer service. They expressed delight to see all the other participants recycling. One participant stopped on their way out to tell a greeter that this was the best organized event they had ever seen. This popular community event answered the need for many residents to clean out their garages and closets and properly recycle their un-needed items.

Vendor and Staff Feedback: Staff heard many good comments about the customer service and organization of this event.

Complaints and Comments: We received a complaint from a woman who had just entered the site, who said she had asked three people already about where to take her items and they didn’t help her. Though the greeter understood that she just entered the site, he promptly gave her directions on where to drop off the recyclables. A few residents brought in hazardous waste and they were directed to the Auburn Wastemobile at the Supermall.